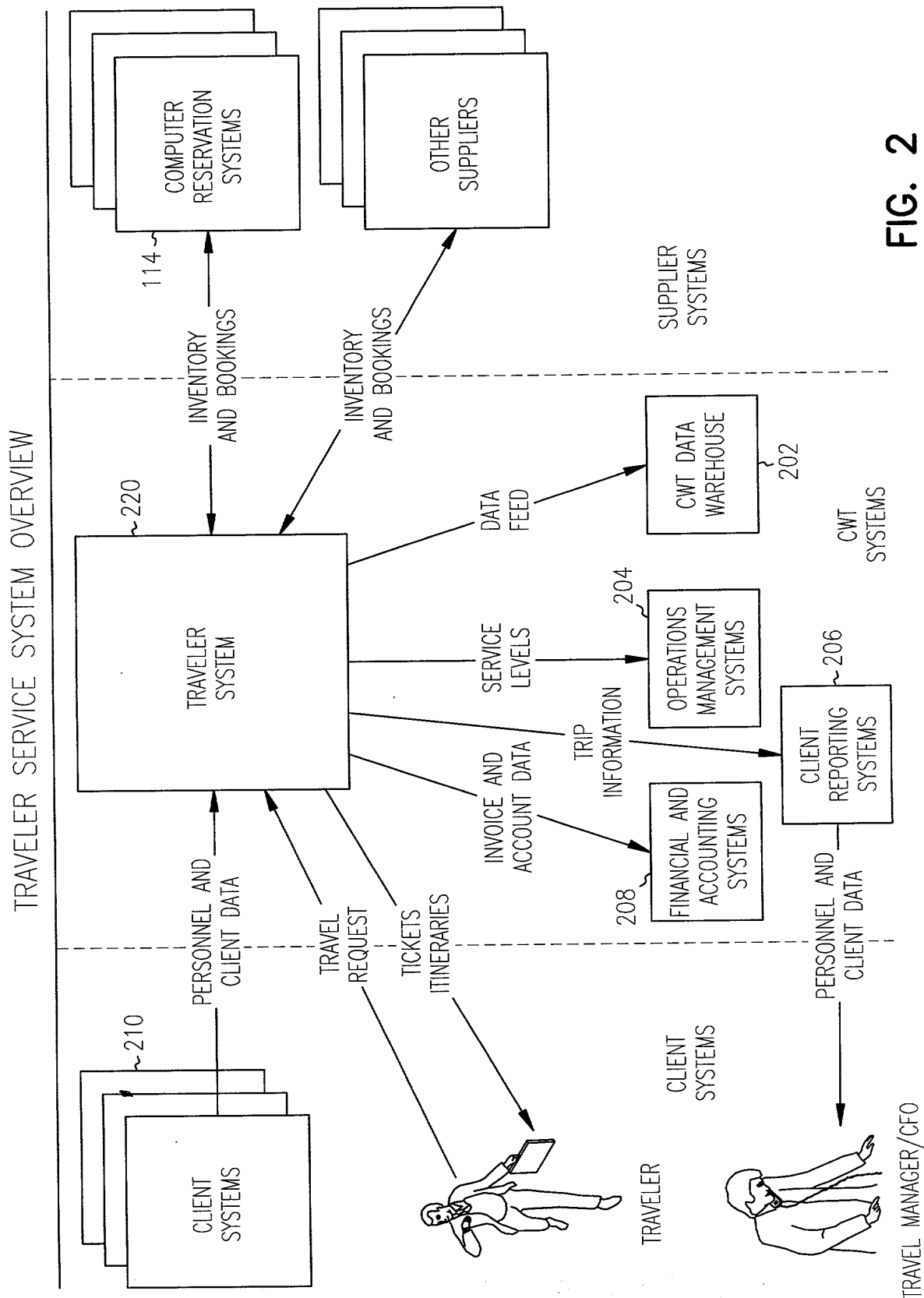


FIG. 1



TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS

INVENTORS NAME: Greg Udelhoven et al.

SERIAL NO.: 09/886,457

3/63

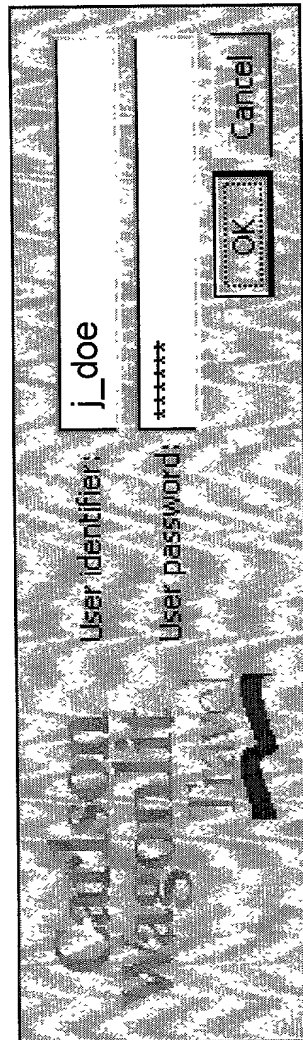


FIG. 3

400

412

402

404

410

408

406

Traveler Service System - Gulzar, Aamir
File Edit View Functions Open Work Help

Pat M Johnson
Medtronic
Information Technology
Dunkirk, Minnesota

Premium Offering:
Frequent flyer upgrade
Justification codes
Meal and greet

Profile Summary:
Information is verified
Active 03/01/98 to 30/06/00
IDN #: 10001
Traveler types: Project Management

Policy Summary:
In VIP
Require Authorization B4 Booking
No Rolling Credit Card Override
Allow Corp Credit Card Override
Use CMT Visa/Passport Sys

Travel Order
New Travel Order [F5] [F6] [F7] [F8] [F9] [F10] [F11] [F12]

Component Summary (Ctrl+F)

| Category | Component | Description |
|-----------|---------------------|--|
| Air | 15JUN NW559 MSP DEN | Note: Airport may require departure taxes at check-in |
| Ticketing | 15JUN NW559 MSP DEN | Note: Electronic Ticket - receipt and boarding pass issued at gate. |
| Air | 15JUN NW559 MSP DEN | Note: Reconfirm International flights at least 72hrs in advance |
| Air | 15JUN NW559 MSP DEN | Note: Reconfirm Flights-Southwest does not advise of schedule changes |
| Ticketing | 15JUN NW559 MSP DEN | Note: Multiple tickets issued for lower airfare - several receipts enclosed. |
| Air | 15JUN NW559 MSP DEN | Note: Special fare/rolling ticket-change/cancellation may result in fare change or penalty |

Remarks Summary List

| Category | Component | Description |
|-----------|---------------------|--|
| Air | 15JUN NW559 MSP DEN | Note: Airport may require departure taxes at check-in |
| Ticketing | 15JUN NW559 MSP DEN | Note: Electronic Ticket - receipt and boarding pass issued at gate. |
| Air | 15JUN NW559 MSP DEN | Note: Reconfirm International flights at least 72hrs in advance |
| Air | 15JUN NW559 MSP DEN | Note: Reconfirm Flights-Southwest does not advise of schedule changes |
| Ticketing | 15JUN NW559 MSP DEN | Note: Multiple tickets issued for lower airfare - several receipts enclosed. |
| Air | 15JUN NW559 MSP DEN | Note: Special fare/rolling ticket-change/cancellation may result in fare change or penalty |

Additional Details

Location: NW559
NW - Northwest Airlines 559
Ticket #: Not ticketed
Associated Remarks: Note: Airport may require departure taxes at check-in
Note: Electronic Ticket - receipt and boarding pass issued at gate.
Note: Reconfirm International flights at least 72hrs in advance
Note: Reconfirm Flights-Southwest does not advise of schedule changes
Special Requests: None

Remarks Summary

Category Component Description

Air 15JUN NW559 MSP DEN Note: Airport may require departure taxes at check-in

Ticketing 15JUN NW559 MSP DEN Note: Electronic Ticket - receipt and boarding pass issued at gate.

Air 15JUN NW559 MSP DEN Note: Reconfirm International flights at least 72hrs in advance

Air 15JUN NW559 MSP DEN Note: Reconfirm Flights-Southwest does not advise of schedule changes

Ticketing 15JUN NW559 MSP DEN Note: Multiple tickets issued for lower airfare - several receipts enclosed.

Air 15JUN NW559 MSP DEN Note: Special fare/rolling ticket-change/cancellation may result in fare change or penalty

Travel Order

Print [F5] [F6] [F7] [F8] [F9] [F10] [F11] [F12]

Phone OK

FIG. 4

502

504

505

500

Traveler
Human Resource ID

First name:

Middle name:

Last name:

Suffix:

PIN name:

Birth date:

Passenger type:

Arranger List:

Client Related
Activation date:

Name:

Sub unit:

Traveler type:

Expiration date:

☒ Initial verification

Reporting
Traveler List

Description

HOLD

Department Number

HOLD

R P Type

☒ Traveler Static

☒ Transactional

☒ Sub Unit Static

Value

QWER-7890

Editable at
Activation date: 01/30/2000

Default Value:

Mask: AAAA-NNNN Minimum: 4 character(s)

Value: QWER-7890

Expiration date: 12/31/2009

Set
OK Cancel

FIG. 5A

09886457-01402

Maintain Traveler Information

Identification Address Communication Air Car Hotel Credit Card

Address

| Preferred Type | Line1 | City | State | Zip Code |
|--|-------------------|---------|-------|----------|
| Home | 883 Johnson Ave. | Dunkirk | MN | 55993 |
| <input checked="" type="checkbox"/> Work | 9475 Appleton Way | Dunkirk | MN | 55993 |

Delete

Type: Home
Mail stop:
Line 1: 883 Johnson Ave.
Line 2:
City: Dunkirk
State: Minnesota Zip: 55993
Country: USA
☐ Preferred Set

Electronic Mail

| Type | Address |
|----------|-----------------------|
| Personal | |
| Work | pjohnson@mindware.net |

Delete

Type: Personal
Address: Set

OK Cancel

510

512

FIG. 5B

204457-0140

Maintain Traveler Information

Identification Address Communication Air Car Hotel Credit Card

Telecommunication

| Preferred Type | Number |
|----------------|---------------------|
| Home Fax | |
| Home Voice | +1-612-555-9999 |
| Mobile Fax | |
| Mobile Pager | |
| Mobile Voice | |
| ✓ Work Fax | +1-610-444-2222 |
| ✓ Work Voice | +1-612-555-9987x543 |

Number: Type: Preferred ☐ Set

Emergency Contact

Name: Number: Relationship:

OK Cancel

514

516

518

FIG. 5C

0986457, 01400

The screenshot shows a window titled "Maintain Traveler Information" with a close button (X) in the top right corner. Below the title bar are several tabs: "Identification", "Address", "Communication", "Air", "Car", "Hotel", and "Credit Card". The "Air" tab is currently selected. The form is divided into several sections:

- Vendor:** A table with columns for "AL", "Preferred", and "Loyalty #". It contains two rows of data:

| AL | Preferred | Loyalty # |
|----|-----------|------------|
| NW | Y | 1111111111 |
| AA | Y | 743984632 |

Below the table are "Add" and "Delete" buttons.
- Airline:** A dropdown menu with "Preferred" selected and a "Set" button.
- Loyalty number:** A text input field.
- Seat:** A dropdown menu with "No Smoking Aisle" selected and a "Booking memo" text area.
- Meal:** A dropdown menu with "Diabetic Meal" selected and a "Booking memo" text area.
- Other:** Fields for "Home airport:", "Home city:" (with "CHI" entered), a checked "E-ticket" checkbox, "First Special Request", and "Second Special Request" text areas.

At the bottom of the window are "OK" and "Cancel" buttons. Reference numbers 520, 522, 524, 526, and 528 are placed to the right of the form, with lines pointing to the Vendor table, Airline/Loyalty number section, Seat dropdown, Meal dropdown, and Other section respectively.

FIG. 5D

9/63

Maintain Traveler Information

Identification Address Communication Air Car Hotel Credit Card

Vendor

| Vendor | Preferred | Loyalty # |
|--------|-----------|-----------|
| AL | Y | 34324342 |
| ZE | | 343214123 |
| ZL | | 99812643 |
| ZT | Y | |

Add Delete

Vendor: Preferred ☐

Loyalty number: Set

Vehicle

Class: Full Size ☐ Air Conditioning

Type: 4 Door ☐ Automatic Transmission

Other

Special Instructions

Booking Memo

OK Cancel

530

532

534

536

FIG. 5E

204457-2542260

Maintain Traveler Information

1)ID 2)Address 3)Communication 4)Air 5)Car 6)Hotel 7)Credit Card 8)International 9)Rail

Vendor

| Chain | Preferred | Loyalty # | Discount # |
|-------|-----------|-----------|------------|
| | | | |

Add Delete

Chain: Preferred ☐

Loyalty Number:

Discount Number: Set

Other

Room Type: Standard

Special Instructions

Bed Preference: None Smoking Preference: None

Description

please add fax machine

Add Remove

Booking Memo

OK Cancel

538

540

542

FIG. 5F

Maintain Traveler Information

Identification Address Communication Air Car Hotel Credit Card

Vendor

| Air | Car | Hotel | Vendor Number | Description | Expiration |
|-----|-----|-------|---------------------|--------------------|------------|
| | ✓ | | CA 1928374651938460 | PersonalMasterCard | 0199 |
| ✓ | | | DS 9984726354812740 | myDiscover | 1198 |
| | ✓ | | CA 5478590041030299 | TestMasterCard | 1099 |

544

Add Delete

Vendor: American Airlines Credit Card

Number:

Description:

Expiration date:

☐ Preferred for Air ☐ Preferred for Car ☐ Preferred for Hotel Set

546

OK Cancel

FIG. 5G

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTORS NAME: Greg Udelhoven et al.
SERIAL NO.: 09/886,457
12/63

A screenshot of a graphical user interface dialog box titled "Determine Policy". The dialog box has a standard Windows-style title bar with a close button (X) in the top right corner. Inside the dialog, there are three labeled input fields: "Company:" with the text "Medtronic", "Sub Unit:" with a dropdown menu showing "Information Technology", and "Traveler Type:" with a dropdown menu showing "Salespersons". At the bottom right of the dialog are two buttons: "OK" and "Cancel". A reference numeral "548" is positioned to the right of the dialog box.

Company: Medtronic

Sub Unit: Information Technology

Traveler Type: Salespersons

OK Cancel

~548

FIG. 5H

09886457, 011402
204770" 25458860

2011.07.25 14:50

Maintain Arranger Traveler List

Search Criteria

Company: 3M

PIN:

Last name: J

First name:

MI:

Find

Traveler List (Ctrl+L)

| Name | PIN | Business Phone | Home Phone |
|----------------------|----------|---------------------|------------|
| Jones Ayden Nicholas | 10000001 | +1-339-993-9933 | |
| Johnson Pat | 10000061 | +1-612-555-9987x543 | |

Add **Remove**

Travelers for arranger (Ctrl+T): Doe, Jane

| Name | PIN | Business Phone | Home Phone |
|-------------|----------|----------------------|------------|
| Johnson Pat | 10000061 | +1-612-555-9987x543 | |
| Doe John | 10000062 | +1-218-666-2345x4444 | |
| Olson Dana | 10000063 | +1-999-888-7777x9876 | |

OK **Cancel**

550

552

554

FIG. 5I

14/63

Identify Traveler

Caller
Name: Jane Doe

Traveler/Arranger Information
Company: Widgets, Inc.
PIN: 10004
Last name:
First name:
MI:

End

Traveler List (Ctrl + L)

| Name | PIN | Business Phone | Home Phone |
|---------------|-------|----------------------|------------|
| ▼ Doe Jane M | 10004 | +1-612-540-5000 | |
| Johnson Pat M | 10001 | +1-612-555-9987x543 | |
| Doe John M | 10002 | +1-218-666-2345x4444 | |
| Olson Dana M | 10003 | +1-999-888-7777x9876 | |

Traveler List... New Traveler...

Service
☒ New Order ☐ Open Existing Order

OK Cancel

556

558

560

FIG. 5J

09886457-01402

The screenshot shows a window titled "Maintain Traveler Information" with a close button (X) in the top right corner. Below the title bar is a tabbed interface with tabs labeled: 1)ID, 2)Address, 3)Communication, 4)Air, 5)Car, 6)Hotel, 7)Credit Card, 8)International, and 9)Rail. The "Documents" section is active, displaying a table with columns: Country, Type, Identifier, and Expiration. Below the table are "Add" and "Delete" buttons. A form below the table contains fields for "Country:" (set to USA), "Type:" (set to Passport), "Identifier:" (empty), and "Expiration Date:" (empty) with a "Set" button. The "Citizenship" section below it has a "Country" dropdown menu (set to USA) and a "Set" button. A "31" is visible in a small box next to the "Expiration Date" field. The window has "OK" and "Cancel" buttons at the bottom right. Brackets on the right side of the window indicate regions 506 and 508.

506

508

FIG. 5K

The screenshot shows a graphical user interface window titled "Maintain Traveler Information". At the top, there is a horizontal tab bar with nine tabs labeled: 1)ID, 2)Address, 3)Communication, 4)Air, 5)Car, 6)Hotel, 7)Credit Card, 8)International, and 9)Rail. The "9)Rail" tab is currently selected. Below the tabs, the "Rail" section contains three dropdown menus: "Seat Type:" with "No Preference" selected, "Seat Direction:" with "No Preference" selected, and "Smoking:" with "No Preference" selected. The main area of the window is filled with a dense, repeating zigzag pattern. At the bottom right of the window, there are two buttons: "OK" and "Cancel".

FIG. 5L

17/63

600

602

Inventory Window

☒ Air ☐ Car ☐ Hotel

Air Availability Search

Date: 14OCT 31 From: MSP To: MCO Time: 7a Airline: Cnx
Find Tariffs... Schedules...

1) SU 14OCT MSP-MCO

| 1 | 2 | 3 | AL | Flt | From | To | Depart | Arrive | Eqp | Stp | Meal | Availability |
|---|---|---|----|-----|------|-----|--------|--------|-----|-----|----------------------------------|--------------|
| 1 | - | P | NW | 586 | MSP | MCO | 7:30a | 11:42a | 320 | 0 | P9 F7 Y9 B9 M9 H0 Q0 V0 K0 | 604 |
| - | - | - | SY | 428 | MSP | MCO | 12:45p | 4:50p | 738 | 0 | Y4 B0 M0 H0 Q0 V0 L4 W0 | |
| 1 | - | P | NW | 584 | MSP | MCO | 1:10p | 5:14p | 725 | 0 | P9 F1 Y9 B9 M9 H9 Q0 V0 K0 | |
| 1 | - | P | NW | 592 | MSP | MCO | 3:00p | 7:06p | D10 | 0 | P9 F9 Y9 B9 M9 H9 Q9 Y9 K9 | |
| 1 | - | P | NW | 886 | MSP | MCO | 7:00p | 11:06p | 320 | 0 | P9 F4 Y9 B9 M9 H9 Q9 Y9 K9 | |
| - | - | - | DL | 897 | MSP | ATL | 7:00a | 10:34a | M80 | 0 | F7 A7 Y7 B7 M7 H7 Q7 K7 L7 U7 | |
| - | - | - | DL | 349 | ATL | MCO | 11:35a | 1:03p | 764 | 0 | F7 A7 Y7 B7 M7 H7 Q7 K7 L0 U0 | |

Booking class (Alt+B): Y

Reserved Flights (Alt+End)

| Date | AL | Flight | Cls | From | To | Cxn | Depart | Arrive | Eqp | Stops | Meal | Seat | Fare Basis | Status |
|-------|----|--------|-----|------|-----|-----|--------|--------|-----|-------|------|------|------------|--------|
| 14OCT | HP | 612 | Y | MSP | LAS | O | 7:25a | 8:36a | 320 | 0 | S | | | HK |
| 14OCT | HP | 196 | Y | LAS | SAN | X | 9:10a | 10:15a | 733 | 0 | | | | HK |
| 19OCT | HP | 402 | Y | SAN | PHX | O | 7:00a | 8:13a | 320 | 0 | | | | HK |
| 19OCT | HP | 750 | Y | PHX | MSP | X | 9:21a | 2:25p | 319 | 0 | S | | | HK |

Menu [F12] Manual Air... Save Order Close

606

FIG. 6A

18/63

Low Fare Search

Low Fare Search Criteria

Air Components

| 1 | 2 | 3 | Date | AL | Flight | Cls | From | To | Cxn | Depart | Arrive | Eqp | Stops | Meal | Seat | Fare Basis | Status |
|---|---|---|-------|----|--------|-----|------|-----|-----|--------|--------|-----|-------|------|------|------------|--------|
| ✓ | - | - | 15OCT | AA | 1182 | N | DEN | DFW | M | 7:09a | 10:02a | | 0 | | | | SS |
| ✓ | - | - | 15OCT | AA | 1464 | N | DFW | ATL | O | 11:02a | 2:05p | | 0 | | | | SS |
| ✓ | - | - | 18OCT | AA | 1355 | N | ATL | DFW | M | 7:06a | 8:20a | | 0 | | | | SS |
| ✓ | - | - | 18OCT | AA | 1427 | N | DFW | DEN | O | 9:32a | 10:34a | | 0 | | | | SS |

Preferred airlines:

Excluded airlines:

Flights: All

Travel window (in hrs): 1

☐ Include multi-airports
☐ No restrictions
☐ No penalty fares
☐ No advance purchase fares

Find

1) Reserved - 570.50 2) Alternate - 344.00 AA 3) Alternate - 345.50 AA 4) Alternate - 566.00 US

| 1 | 2 | 3 | Date | AL | Flight | Cls | From | To | Cxn | Depart | Arrive | Stops | Fare Basis |
|---|---|---|-------|----|--------|-----|------|-----|-----|--------|--------|-------|------------|
| 1 | - | - | 15OCT | AA | 1182 | N | DEN | DFW | O | 7:09a | 10:02a | 0 | NE14XN |
| 1 | - | - | 15OCT | AA | 1464 | N | DFW | ATL | X | 11:02a | 2:05p | 0 | NE14XN |
| 1 | - | - | 18OCT | AA | 1355 | N | ATL | DFW | O | 7:06a | 8:20a | 0 | NE14XN |
| 1 | - | - | 18OCT | AA | 1427 | N | DFW | DEN | X | 9:32a | 10:34a | 0 | NE14XN |

Reserve **Capture Low Fare**

Vendor Messages

PENALTY APPLIES
RULES DATA NOT AVAILABLE FOR VALIDATION

Air Component Groupings (Alt+End)

| Stored Fare | Low Fare | Compare Fare | Date | Airline | Flight | Cls | From | To |
|-------------|----------|--------------|-------|---------|--------|-----|------|-----|
| | 344.00 | | 15OCT | AA | 1182 | N | DEN | DFW |
| | | | 15OCT | AA | 1464 | N | DFW | ATL |
| | | | 18OCT | AA | 1355 | N | ATL | DFW |
| | | | 18OCT | AA | 1427 | N | DFW | DEN |

Menu [F12] **Close**

FIG. 6B

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTORS NAME: Greg Udelhoven et al.
SERIAL NO.: 09/886,457
19/63

Price

Price Search

| 1 | 2 | 3 | Date | AL | Flight | Cls | From | To | Cxn | Depart | Arrive | Eqp | Stops | Meal | Seat | Fare basis | Status | E-Tkt |
|---|---|---|-------|----|--------|-----|------|-----|-----|--------|--------|-----|-------|------|------|------------|--------|-------|
| ✓ | - | - | 15OCT | AA | 1182 | N | DEN | DFW | M | 7:09a | 10:02a | | 0 | | | | SS | Y |
| ✓ | - | - | 15OCT | AA | 1464 | N | DFW | ATL | O | 11:02a | 2:05p | | 0 | | | | SS | Y |
| ✓ | - | - | 18OCT | AA | 1355 | N | ATL | DFW | M | 7:06a | 8:20a | | 0 | | | | SS | Y |
| ✓ | - | - | 18OCT | AA | 1427 | N | DFW | DEN | O | 9:32a | 10:34a | | 0 | | | | SS | Y |

Pricing option: Lowest Available Fare ☒ Apply contracts

Passenger type: Adult

Price Tariffs Air Details

Fare Details

Base (USD): 295.82

Ex: 0.00

Taxes: 48.18

Total (USD): 344.00

| AL | From | To | Cxn | Fare basis | Base | SChrg | M/R |
|----|------|-----|-----|------------|--------|-------|-----|
| AA | DEN | DFW | O | NE14XN | 0.00 | 0.00 | R |
| AA | DFW | ATL | X | NE14XN | 147.91 | 0.00 | R |
| AA | ATL | DFW | O | NE14XN | 0.00 | 0.00 | R |
| AA | DFW | DEN | X | NE14XN | 147.91 | 0.00 | R |

Alternate booking class:

Last day to ticket: 24MAY

Vendor messages

PENALTY APPLIES

Show Taxes

Air Component Groupings (Alt+End)

| FC | Stored | Low | Compare | Just. | Tour code | VC | Comm. | Discount | Tkt desig. | Date | AL | Flight | Cls | From | To |
|----|--------|-----|---------|-------|-----------|----|-------|----------|------------|-------|----|--------|-----|------|-----|
| - | 344.00 | - | - | - | - | - | - | - | - | 15OCT | AA | 1182 | N | DEN | DFW |
| - | - | - | - | - | - | - | - | - | - | 15OCT | AA | 1464 | N | DFW | ATL |
| - | - | - | - | - | - | - | - | - | - | 18OCT | AA | 1355 | N | ATL | DFW |
| - | - | - | - | - | - | - | - | - | - | 18OCT | AA | 1427 | N | DFW | DEN |

Fare Details

Menu [F12]

Close

FIG. 6C

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTORS NAME: Greg Udelhoven et al.
SERIAL NO.: 09/886,457
20/63

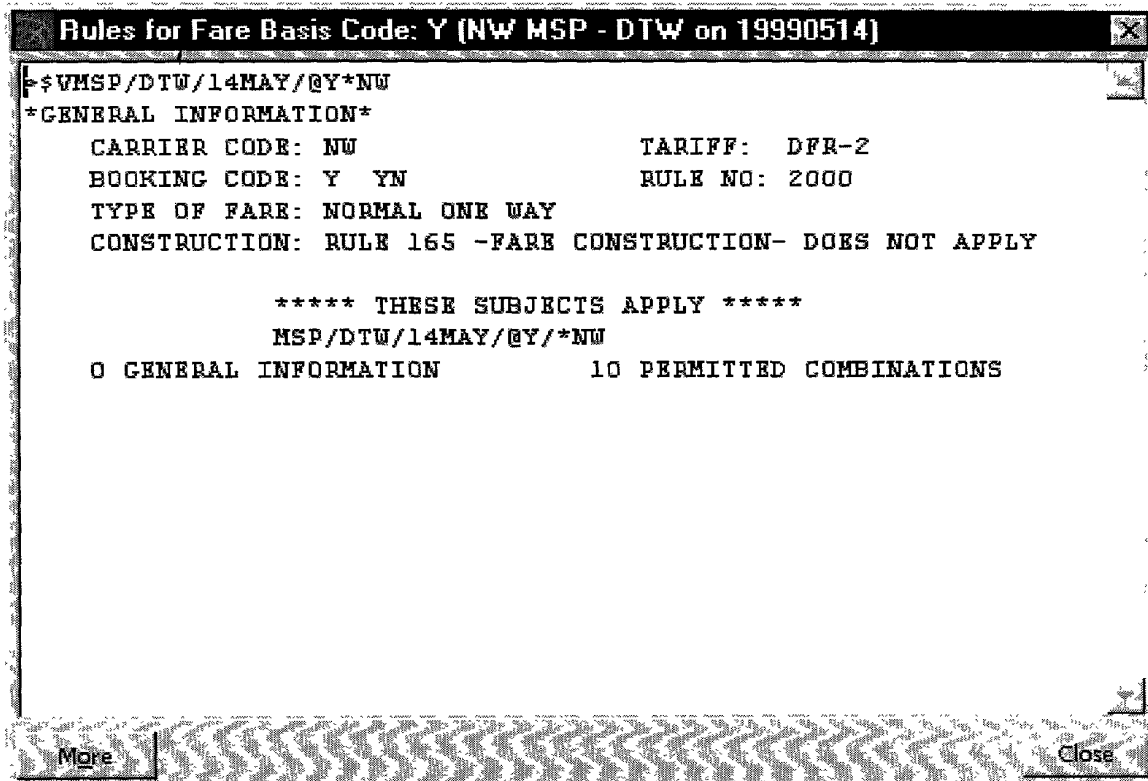


FIG. 6D

| City | Type | Amount |
|------|------|--------|
| DEN | XF | 4.50 |
| DFW | XF | 3.00 |
| ATL | XF | 4.50 |
| DFW | XF | 3.00 |
| DEN | ZP | 2.75 |
| DFW | ZP | 2.75 |
| ATL | ZP | 2.75 |
| DFW | ZP | 2.75 |

Close

FIG. 6E

Seats/Meals/Special Requests

Air Components

| Date | AL | Flight | Cls | From To | Cxn | Depart | Arrive | Eqp | Stops | Meal | Seat | Fare Basis | Status |
|---------|----|--------|-----|---------|-----|--------|--------|-----|-------|------|------|------------|--------|
| ✓ 19AUG | UA | 1480 | Y | MSP ORD | O | 8:00a | 9:14a | 722 | 0 | | | | SS |
| ✓ 22AUG | UA | 353 | Y | ORD MSP | O | 7:45a | 9:07a | 737 | 0 | | | | SS |

View Seat Map... Cancel Seat

Seat

No Smoking Aisle

Reserve Seat Reserve All Seats

Meals

Diabetic Meal

Reserve Meal Reserve All Meals

Other Requests

To Complete a Party

Add Request Add Request To All

Existing Requests

| Date | AL | Flt | SIPPCode | Status | Description |
|------|----|-----|----------|--------|-------------|
|------|----|-----|----------|--------|-------------|

Cancel Request

Menu [F12] Close

620

622

624

626

628

FIG. 6F

22/63



Flight NW353Y 27JUN MSP - SFO

Seat Map Legend

| | | | |
|--|-------------|--|-------------|
| | Available | | Preferred |
| | Unavailable | | Undesirable |
| | Occupied | | Smoking |

Graphical Seat Map - D4J

Front of Aircraft

| | A | B | C | D | E | F | G | H | J | | |
|----|---|---|----|---|---|---|---|---|----|--|----|
| B | | | 10 | | | | | | 10 | | B |
| | | | 11 | | | | | | 11 | | |
| | | | 12 | | | | | | 12 | | |
| | | | 13 | | | | | | 13 | | |
| | | | 14 | | | | | | 14 | | |
| | | | 15 | | | | | | 15 | | |
| W | | | 16 | | | | | | 16 | | W |
| W | | | 17 | | | | | | 17 | | W |
| W | | | 18 | | | | | | 18 | | W |
| W | | | 19 | | | | | | 19 | | W |
| W | | | 20 | | | | | | 20 | | W |
| W | | | 21 | | | | | | 21 | | W |
| WB | | | 22 | | | | | | 22 | | WB |

Row Seat

Seat request:

OK Cancel

FIG. 6H

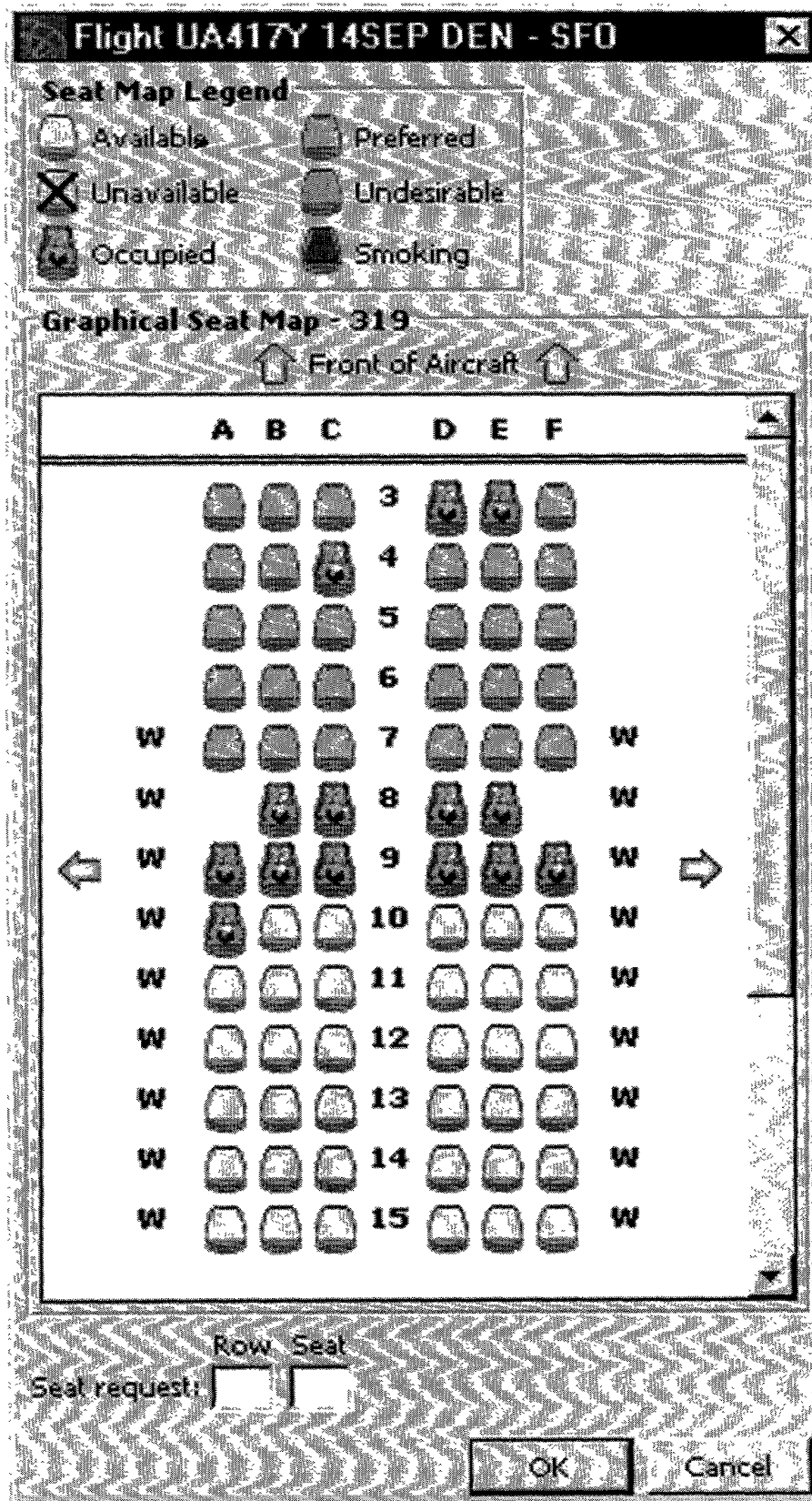


FIG. 6I

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTORS NAME: Greg Udelhoven et al.
SERIAL NO.: 09/886,457
25/63



FIG.6 J

09/886,457 25/63

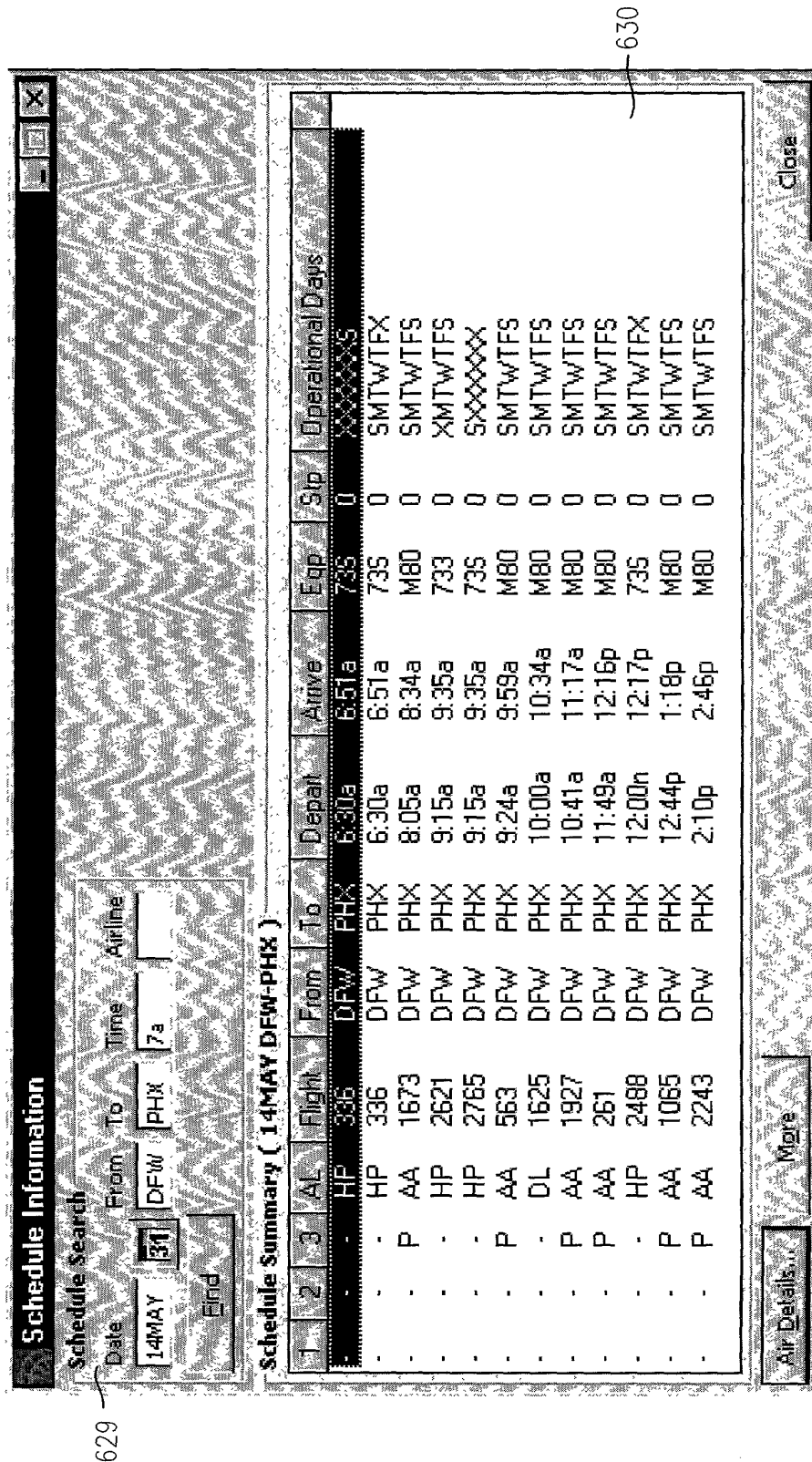


FIG. 6K

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS

INVENTORS NAME: Greg Udelhoven et al.

SERIAL NO.: 09/886,457

27/63

☒ General
☐ Airport Information
☐ Contract Information
☐ Equipment
☐ Flight Information
☐ Journey Time/Stop Locations
☐ Mileage
☐ Minimum Connection Time

Airline Name: United Air Lines

Departing from: Minneapolis, (MSP)

Arriving in: Chicago, (ORD)

Close

☐ General
☒ Airport Information
☐ Contract Information
☐ Equipment
☐ Flight Information
☐ Journey Time/Stop Locations
☐ Mileage
☐ Minimum Connection Time

MSP / MINNEAPOLIS/ST PAUL MN U.S.A

AIRPORT NAME. MINNEAPOLIS/ST PAUL INTL AIRPORT

AIRPORT CODE. MSP / CITY CODE. MSP

PORT OF ENTRY. YES

AIRPORT ADDRESS. ST PAUL MN 55111

AIRPORT LOCATION. 10 MI SE OF DNTWN MINNEAPOLIS

AIRPORT DIRECTIONS. FROM WEST: ARPT EXIT OFF FWY 494

FROM EAST: MINN 5 TO ARPT EXIT

FROM NORTH: HIAWATHA AVE TO MINN

55 TO MINN 5 WEST TO

ARPT EXIT.

8 1/2 MI SW OF DNTWN ST PAUL

AIRPORT DIRECTIONS. FROM WEST: ARPT EXIT OFF FWY 494

Close

☐ General
☐ Airport Information
☒ Contract Information
☐ Equipment
☐ Flight Information
☐ Journey Time/Stop Locations
☐ Mileage
☐ Minimum Connection Time

General Air Contract Information

- Vendor: UA
- Preference Level: 2
- This is a Negotiated Contract

Date Information

- Valid from 09/18/1998 to 12/01/1999
- Except For:
- * 09/04/1998 to 09/04/1998

Discount Section

- TSSUA22 22% off front end only to all domestic
- TSSUA22 markets including Hawaii and Canada
- TSSUA22 Lowest available fare type

Restrictions Section

- TSSUA22 Day/Time: Not applic for Sat. travel

Close

FIG. 6L

204770" / 25493860

638

Tariff Display

Tariff Search

Date: 22AUG 2001 MSP ORD Airline: FAIRFAX Fare Type: Adult - Normal/Excursion Global Indicator: None

End

Tariff Summary (22AUG MSP-CHC)

| 1 | 2 | 3 | Fare Basis | Cls | AL | OW | RT | AP | Min/Max | Eff | Exp | FTD | LTD | MIR | GL | RT |
|---|---|---|------------|-----|----|--------|--------|-----|---------|-----|-----|-----|-----|-----|----|----|
| - | - | - | TR14NR | | NJ | | 118.00 | 14D | 1D | | | | | R | | |
| - | - | - | QE521BN | | NW | | 236.00 | 21D | 60/300 | | | | | R | | |
| - | - | - | VE215NR | | AA | | 236.00 | 21D | 60/300 | | | | | R | | |
| - | - | - | HOE21NQ | | UA | | 236.00 | 21D | 60/300 | | | | | R | | |
| - | - | - | QE521NN | | DL | | 236.00 | 21D | 60/300 | | | | | R | | |
| - | - | - | V14NR | | NJ | 119.00 | | 14D | | | | | | R | | |
| - | - | - | HE21NQ | | UA | | 257.00 | 21D | 60/300 | | | | | R | | |
| - | - | - | QE21NN | | DL | | 257.00 | 21D | 60/300 | | | | | R | | |
| - | - | - | QE21NR | | NW | | 257.00 | 21D | 60/300 | | | | | R | | |
| - | - | - | V21ENR | | AA | | 257.00 | 21D | 60/300 | | | | | R | | |
| - | - | - | HE514NN | | DL | | 315.00 | 14D | 60/300 | | | | | R | | |
| - | - | - | QE145NR | | AA | | 315.00 | 14D | 60/300 | | | | | R | | |
| - | - | - | MOE14NQ | | UA | | 315.00 | 14D | 60/300 | | | | | R | | |
| - | - | - | HE514BN | | NW | | 315.00 | 14D | 60/300 | | | | | R | | |
| - | - | - | H7NR | | NJ | 159.00 | | 7D | | | | | | R | | |
| - | - | - | HE14NR | | NW | | 343.00 | 14D | 60/300 | | | | | R | | |
| - | - | - | HE14NN | | DL | | 343.00 | 14D | 60/300 | | | | | R | | |
| - | - | - | ME14NQ | | UA | | 343.00 | 14D | 60/300 | | | | | R | | |
| - | - | - | Q14ENR | | AA | | 343.00 | 14D | 60/300 | | | | | R | | |
| - | - | - | BLND | | NJ | 100.00 | | 1D | | | | | | R | | |

Rules... More Calculations... Close

640

FIG. 6M

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTORS NAME: Greg Udelhoven et al.
SERIAL NO.: 09/886,457
29/63

Wrap Up Main Window

Recap
Travel Order
Store Fares
Form Of Payment
Ticketing/Delivery

| Departure | City | Type |
|------------|-------------------|------|
| 11/17/1999 | Los Angeles (LAX) | Air |

Mr /Ms Jones is Confirmed for travel on Northwest Airlines flight number 303 in booking class Y scheduled to depart from Minneapolis (MSP) on We 17NOV at 5:00p arriving in Los Angeles (LAX) at 8:59p on a 757
This is a nonstop flight
There is no meal service offered.

Mr /Ms Jones is Confirmed for travel on Northwest Airlines flight number 308 in booking class Y scheduled to depart from Los Angeles (LAX) on Th 25NOV at 3:20p arriving in Minneapolis (MSP) at 8:52p on a D10
This is a nonstop flight
There is no meal service offered.

Menu [F12] Deferred Task... Remarks... Ticket Copy Itinerary Copy OK Cancel

642

FIG. 6N

651

Wrap Up Window

1) Store Fare
2) Form Of Payment
3) Service Fee
4) Ticket & Delivery

| Stored Fare | Date | From To | Tkt Type | Exchange | FOP | Split |
|-------------|-------|---------|----------|----------|-----|-------|
| 344.00 | 15OCT | DEN ATL | | | | |

650

Ticket Type
Departure date/time: 15OCT 709a
Last day to ticket: 24MAY
Ticket type: Electronic Ticket
☒ Split via MCO
MCO document number: 3323233454
☐ Split via itinerary remark

Form of Payment
Travel type: Business
Amount: USD: 219.00
FOP Description: AirTravelOnly
Vendor: American Express
Number: 3700000000000028
Expires: 12J01

Split Payment
Travel type: Personal
Amount: USD: 125.00
FOP Description: myAMEXcard
Vendor: American Express
Number: 3700000000000028
Expires: 12J01

652

Client Defined Data for Form of Payment

| Description | R P Type | Value |
|-------------------|---|-----------|
| HOLD | <input checked="" type="checkbox"/> Traveler Static | QWER-7890 |
| Department Number | <input checked="" type="checkbox"/> Transactional | 33212 |
| HOLD | <input checked="" type="checkbox"/> Sub Unit Static | 12345 |

505

Editable at: TIF and WrapUp
Mask: NNNNN Minimum: 3 character(s)
Value: 33212 Set

Exchange Expected: Exchange or permission Set

Menu [F12] Save Order Discard Ticket Take Note Close

FIG. 60

31/63

20440" 2548860

656

658

Wrap Up Window

1) Store Fare
2) Form Of Payment
3) Service Fee
4) Ticket & Delivery

Ticket

Last day to ticket: 24MAY

Ticket issuance: 31

Printer location: IDC

Printer:

Itinerary Delivery

Delivery method: Fax

Receive by: 23MAY

Fax: 763-212-4300

Email: tssua@carlson.com

Inserts:

Delivery Address

Address type: Work

Attention: Rick Anderson

Mail stop:

Company: Mercury Three

Address line 1: 123 Main St

Address line 2:

City: Atlanta

State/Province: GA Postal code: 30303

Country: USA

Telephone: 763-212-0684

Menu [F12]

Save Order Defer Ticketing Ticket Now Close

FIG. 6P

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTORS NAME: Greg Udelhoven et al.
SERIAL NO.: 09/886,457
32/63

Wrap Up Window

4) Status
5) Form
6) Payment
7) Service
8) Fare
9) Ticket
10) Delivery

Price Search

| 1 | 2 | 3 | Date | AL | Flight | Cls | From | To | Cxn | Depart | Arrive | Eqp | Stops | Meal | Seat | Fare basis | Status | E-Tkt |
|---|---|---|-------|----|--------|-----|------|-----|-----|--------|--------|-----|-------|------|------|------------|--------|-------|
| ✓ | - | - | 14OCT | HP | 612 | L | MSP | LAS | O | 7:25a | 8:36a | 320 | 0 | S | | | SS | Y |
| ✓ | - | - | 14OCT | HP | 196 | Y | LAS | SAN | O | 9:10a | 10:15a | 733 | 0 | | | | SS | Y |
| ✓ | - | - | 19OCT | HP | 402 | M | SAN | PHX | O | 7:00a | 8:13a | 320 | 0 | | | | SS | Y |
| ✓ | - | - | 19OCT | HP | 750 | Q | PHX | MSP | O | 9:21a | 2:25p | 319 | 0 | S | | | SS | Y |

Pricing option: Lowest Available Fare

Passenger type: Adult

☒ Apply Contracts

Fare Details

Base (USD): 388.84

Ex: 0.00

Taxes: 53.66

Total (USD): 442.50

Alternate booking class: 23MAY

Checkday for ticket: 23MAY

Vendor messages:

Fare Details

| AL | From | To | Cxn | Fare basis | Base | Schrg | MIR |
|----|------|-----|-----|------------|--------|-------|-----|
| HP | MSP | LAS | O | LPE14TVN | 129.30 | 0.00 | R |
| HP | LAS | SAN | O | NE7NK | 59.54 | 0.00 | R |
| HP | SAN | PHX | O | MR71ND | 42.79 | 0.00 | R |
| HP | PHX | MSP | O | QA14TVN2 | 157.21 | 0.00 | R |

Override Options - no designation

Tour code: VC HP

Commission: 5%

AL: Flight Cls Ticket designation

HP 612 Y

HP 196 Y

HP 402 M

Endorsements:

Price Summary

Store Fare Show Taxes

FC Stored Low Compare Just. Tour code VC Comm. Discount Tkt desig. Date AL Flight Cls From To

| | | | | | | |
|--------|-------|----|-----|---|-----|-----|
| 442.50 | 14OCT | HP | 612 | Y | MSP | LAS |
| | 14OCT | HP | 196 | Y | LAS | SAN |
| | 19OCT | HP | 402 | Y | SAN | PHX |
| | 19OCT | HP | 750 | Y | PHX | MSP |

Compare Fare: Apply all...

Get Compare Fare: Get Low Fare...

Print Manual Fare: Delete Grouping

Print Low Fare: Fare Details

Existing Documents

Menu [F12]

Save Order Order History Ticket Notes Close

FIG. 6Q

Ticket Copy [X]

Delivery

Delivery method: [] [v]

Fax numbers: [] [v]

COURIER: [] [v]

Address type: [] [v]

Attention: []

Mail stop: []

Company: []

Address line 1: []

Address line 2: []

City: []

State/Province: [] Postal code: []

Contact

Telephone type: [] [v]

Telephone: []

[Ok] [Cancel]

664

665

FIG. 6R

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTORS NAME: Greg Udelhoven et al.
SERIAL NO.: 09/886,457

34/63

Emulator Window

Supplier: Apollo

*RQ97n6

** THIS PNR IS CURRENTLY IN USE **

RQ97N6/M4 MSPOU QH2/M4 AG 24746735 28DEC

1.1DOE/JANE

1 DL 857Y 08APR DFWMCO HK1 730A 1050A * TH E

2 DL 199Y 11APR MCO DFW HK1 1235P 226P * SU E

*** SEAT DATA EXISTS *** »9D

FONE-MSPAS/800-283-1462

TRTG-T/THISISADUMMYTICKETINST

ACKN-DL TOH6X1 28DEC 2141

2 DL TOH6X1 28DEC 2218

3 DL TOH6X1 28DEC 2222

»

9D

SEGMENT 01

DL 0857 Y 08APR DFW MCO

01. DOE J HS 22A N *NO BOARDING PASS*

SEGMENT 02

DL 0199 Y 11APR MCO DFW

01. DOE J HS 10A N *NO BOARDING PASS*

»

Save and Close

FIG. 6S

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS
INVENTORS NAME: Greg Udelhoven et al.
SERIAL NO.: 09/886,457
35/63

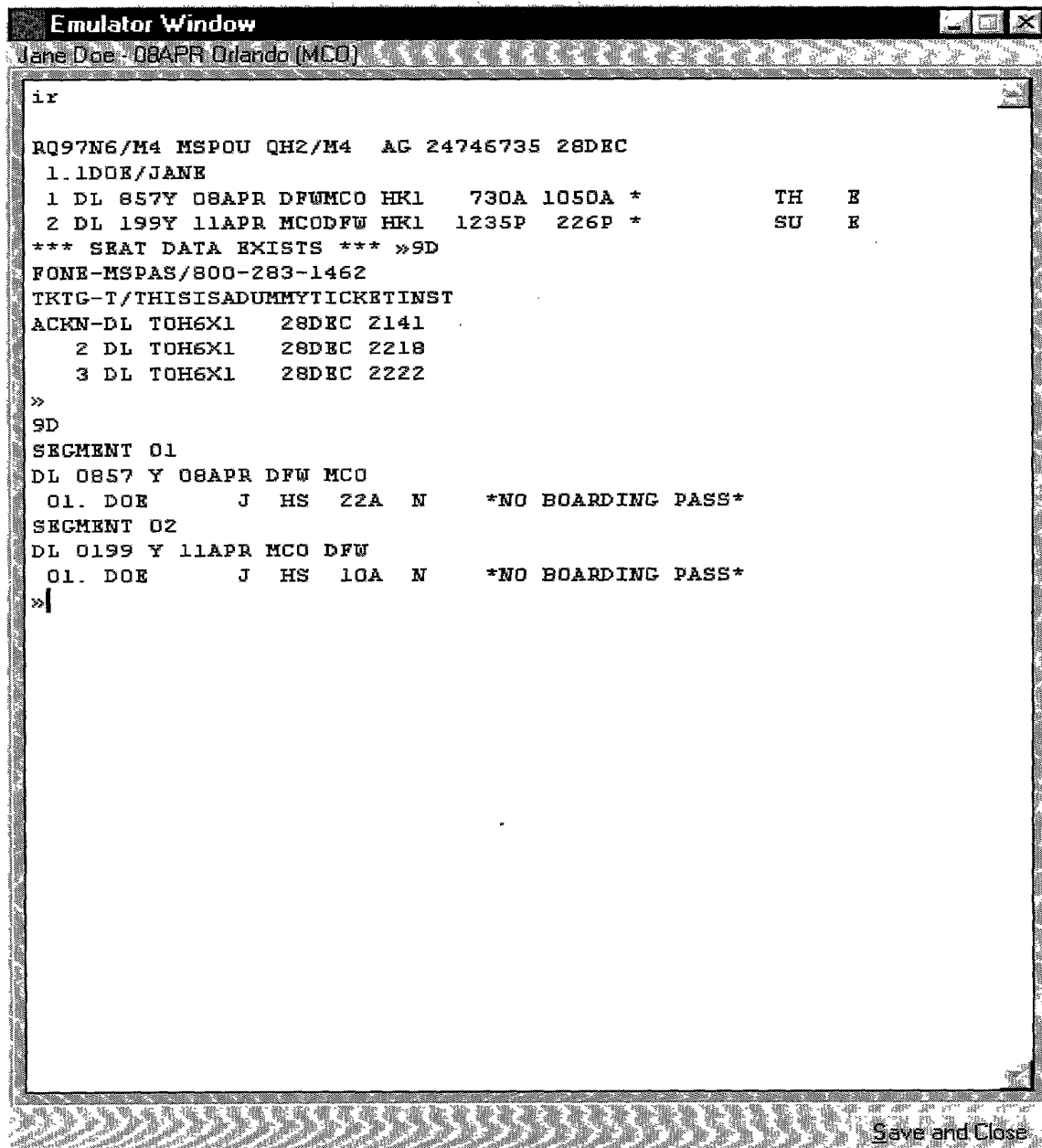


FIG. 6T

| Add Remarks | | | |
|-------------------------------|--------------------|---|--|
| Travel Components (Ctrl+T) | | Remarks (Ctrl+R) | |
| Travel Order | | | |
| Air | 2JUN TW MSP MSY | Reservation Changes | |
| Air | 7JUN TW MSY STL | Reserved in First Class | |
| Air | 7JUN TW STL MSP | ✓ Seat Assignment Guarantee | |
| | | Frequent Flyer Restriction | |
| | | Freeflow Remark | |
| | | Bag Allowances Requirements | |
| | | Revised Itinerary | |
| | | Airport Construction | |
| | | Confirm Status at Check-In | |
| | | Domestic Check-In Requirements | |
| Remarks Summary List (Ctrl+L) | | | |
| Category Component | Description | | |
| Air | 2JUN TW539 MSP MSY | Note: Southwest Airlines does not refund lost or stolen tickets | |
| Air | 7JUN TW286 MSY STL | Note: Seat assignments guaranteed until 30 minutes before departure | |
| Air | TravelOrder | Note: Airport may require departure taxes at check-in | |

37/63

Wrap Up Window

1) Store Fare
2) Form Of Payment
3) Service Fee
4) Ticket & Delivery

| Stored fare | Date | From | To | Fee amount | Fee FOP |
|-------------|-------|------|-----|------------|---------|
| 344.00 | 15OCT | DEN | ATL | | |

Service Fee Summary

| Service | Amount |
|--------------------|--------|
| ✓ Air Domestic Fee | 20.00 |
| Air Intl Fee | 20.00 |
| Car/Hotel Only Fee | 15.00 |

Fee amount: USD 20.00

Waive fee: ☐

FOP Description: AirTravelOnly

Vendor: Amtrak an Express

Number: 370000000000028

Expires: 12/01

566

Menu [F12] Save Order Defect Ticketing Ticket Report Close

FIG. 6V

2044770" 25493360

694

692

Itinerary Copy

Itinerary Delivery

Delivery method: E-Mail

Receive date: 23 MAY 2000

Email: tssua@carlson.com

Printer location: TDC

Printer:

Upstarts:

Delivery Address

Address type: Work

Attention: Rick Anderson

Mail stop:

Company: Mercury Three

Address line 1: 123 Main St

Address line 2:

City: Atlanta

State/Province: GA

Postal code: 30303

Country: USA

Telephone: 763-212-0684

OK Cancel

FIG. 6W

700

Inventory Window

✈️ Air F5 🚗 Car F6 🏠 Hotel F7

Reservation Type
☒ Direct ☐ Availability Search

Car Availability Search

Destinations (Ctrl+T)

Vendor: ZE

Pickup: 19AUG 31 914a ORD Airport

Dropoff: 22AUG 31 645a ORD Airport

Car Information

Class: Full Size Trans: Automatic

Type: 4 Door AC: Yes

702

704

706

Additional Details

Car membership: None CD#: ZE80780 Special Instructions

Frequent flyer: None Guarantee: CA-0299 TestMas

Reserve Car Details Special Equip

Reserved Cars (Ctrl+V)

| Vendor | Pickup | Dropoff | Type | Rate | Status | Miles | Mile Charge | Discount |
|--------|--------|---------|------|-------|--------|-------|-------------|----------|
| ZE | ORD | ORD | F | \$.00 | SS | 0 | 80780 | |

708

710

Menu [F12] Save Order Close

FIG. 7A

Inventory Window

Air F5 Car F6 Hotel F7

Reservation Type
☐ Direct ☒ Availability Search

Car Availability Search

Destinations (Ctrl+T)

ORD 19AUG22AUG

Vendor: ZE Category: Standard or Defa Period: Daily

Date Time Location Address

Pickup: 19AUG 31 914a ORD Airport

Dropoff: 22AUG 31 645a ORD Airport

Car Information

Class: Full Size Trans: Automatic

Type: 4 Door AC: Yes

End

Availability (Ctrl+A)

| 1 | 2 | 3 | Vendor | Location | Pickup | Dropoff | Type | Rate | Status | Guar | Miles | Mile Charge |
|---|---|---|--------|----------|--------|---------|------|---------|--------|------|-----------|-------------|
| - | - | - | ZE | ORD | 19AUG | 22AUG | FDAR | \$72.99 | S | G | Unlimited | 0 |
| - | - | - | ZE | ORD | 19AUG | 22AUG | FDAR | \$77.99 | S | G | Unlimited | 0 |
| - | - | - | ZE | ORD | 19AUG | 22AUG | FDAR | \$83.99 | S | G | Unlimited | 0 |
| - | - | - | ZE | ORD | 19AUG | 22AUG | FDAR | \$91.99 | S | G | Unlimited | 0 |

Additional Details

Car membership: None CD#: ZE80780 Special Instructions

Frequent Flyer: None Guarantee: CA-0299 TestMas

Reserve Car Details More Special Equip Rules

Reserved Cars (Ctrl+V)

| Vendor | Pickup | Dropoff | Type | Rate | Status | Miles | Mile Charge | Discount |
|--------|--------|---------|------|------|--------|-------|-------------|----------|
| ZE | ORD | ORD | F | \$00 | SS | 0 | 80780 | |

Menu [F12] Save Order Close

FIG. 7B

Modify Car Components Request/Remarks

| | | | |
|------------------------------|----|--------------------------------|-------------------|
| Tu 10AUG | ZE | Type: ICAR | Club: |
| Pick-up: 10AUG 1:10p - DEN | | Rate: \$195.25/Unlimited Miles | Status: Confirmed |
| Drop-off: 20AUG 11:30a - DEN | | Conf: A610052E908 | |

Car Reservation Details

| | Date | Time | Location | Address |
|----------|-------|-------|----------|---------|
| Pickup: | 10AUG | 11p | DEN | Airport |
| Dropoff: | 20AUG | 1130a | DEN | Airport |

Car Information

| | | | |
|--------|--------------|--------|-----------|
| Class: | Intermediate | Trans: | Automatic |
| Type: | Car | AC: | Yes |

Additional Details

| | | | |
|-----------------|------|------------------|----------------------|
| Car membership: | None | Corp Discount #: | ZE80780 |
| Frequent flyer: | None | Guarantee: | VI-9334 personalVisa |

Special Instructions

Must be a black car

Special Equip... Car Details... OK Cancel

FIG. 7C

808

Inventory Window

Air F5 Car F6 Hotel F7

Destinations (Alt-T)

SAN 14OCT 19OCT

Hotel Availability Search

Contract hotels All hotels Available hotels Source: TSS

When

Check-in: 14OCT 31

Check-out: 19OCT 31

Who

Number of Adults: 1

☒ Apply Contracts

Where

Search by: Reference Point

Ref. Point: Location Zip Code Reference Point

Distance: Find Ref. Point...

Show Only

Chain code: Property:

Find

1) All 14OCT-19OCT Zip Code: 55441 2) All 14OCT-19OCT MSP 3) All 14OCT-19OCT MSP 4) All 14OCT-19OCT MSP

| 1 | 2 | 3 | Chn | Property Name | Address | Dis | Dir | Location | Rate |
|---|---|---|-----|---------------------------|-------------------------|-----|-----|----------|------------|
| - | 1 | - | FN | FAIRFIELD INN BURNSVILLE | 14350 NICOLLET COURT | 10 | S | City | USD 58-67 |
| - | 1 | - | FN | FAIRFIELD COON RAPIDS | 8965 SPRINGBROOK DRIVE | 17 | N | City | USD 58-67 |
| - | 1 | - | FN | FAIRFIELD INN ROSEVILLE M | 3045 CENTRE POINT DRIVE | 11 | N | City | USD 62-71 |
| - | 1 | - | FN | FAIRFIELD INN EDEN PRAIRI | 11325 VIKING DRIVE | 10 | W | Suburb | USD 66-89 |
| - | 1 | - | HX | HAMPTON INN MSP - MINNET | 10420 WAYZATA BLVD | 11 | N | City | USD 69-79 |
| - | 1 | - | TO | TOWNPLC STS MSP DTWN | 525 2ND STREET NORTH | 8 | N | City | USD 71-116 |
| - | 1 | - | HX | HAMPTON INN MINNEAPOLIS- | 3000 EAGANDALE PLACE | 4 | SE | Suburb | USD 71-89 |
| - | 1 | - | HX | HAMPTON INN MINNEAPOLIS | 4201 W 80TH ST | 7 | W | City | USD 74-84 |
| - | 1 | - | HI | HOLIDAY INN AIRPORT | 1201 W 94TH ST | 6 | S | Airport | USD 75-95 |
| - | 1 | - | FN | FAIRFIELD BLOOMINGTON | 2401 E 80TH ST SOUTH | 5 | S | Suburb | USD 77-89 |
| - | 1 | - | XY | SPRINGHILL SUITES EAGAN | 3635 CRESTRIDGE DR | 4 | S | Suburb | USD 84- |

Property Availability... Hotel Details... More

Reserved Hotels (Alt+End)

| Reserved | Chain | Property | Location | Check-in | Check-out | Rate | Room |
|----------|-------|---------------------|----------|----------|-----------|-----------|------|
| Direct | FN | FAIRFLD MPLS/COON R | MSP | 14OCT | 19OCT | 58.00 USD | CRL |

Modify Reservation... Cancel Hotel

Menu [F12] Manual Hotel... Save Order Close

802

803

804

810

812

FIG. 8A

Hotel Property Availability

FAIRFIELD COON RAPIDS
8965 SPRINGBROOK DRIVE
COON RAPIDS, MN 55433
Phone number: 7637858922
Fax number: 7637858922

Check-in: 14OCT
Check-out: 19OCT
Currency code: USD
Guarantee:
Room desc:

| Rate | Room Type |
|-------|--|
| 58.00 | CWT : ASSOCIATED RATE ACCESS CODE CARLSON TVL WAGONLIT |
| 58.00 | CWT : ASSOCIATED RATE ACCESS CODE CARLSON TVL WAGONLIT |
| 69.95 | REGULAR RATE * 2 QUEEN BEDS * MAX 4 PPL * INCLUDES COMPLIMENTARY CONTINENTAL BREAKFAST |
| 79.95 | REGULAR RATE * 1 QUEEN BED * MAX 2 PPL * INCLUDES COMPLIMENTARY CONTINENTAL BREAKFAST |

Additional Details

Number of rooms: 1 Number of adults: 1

Frequent guest: None CD#: None

Frequent flyer: None Guarantee: None

Justification: P - Preferred hotel reserved

Special Instructions

Bed Preference: King Bed Smoking Preference: Non-Smoking Request-Reconfirm

Description

Above First Floor

Reserve

Vendor Messages

KING NONSMOKING--ON REQUEST
TITANIC EXHIBIT IN NASHVILLE TENNESSEE 03MAY TO
31AUG *** STAY WITH FAIRFIELD INN BY MARRIOTT ***
FREE SHUTTLE SERVICE TO EXHIBIT ***** SEE HOD73430 *

Hotel Details **Hotel Rules** **Close**

FIG. 8B

44/63

Hotel Manual Reservation

Stay Details

Check-in: 19AUG 31 Rooms: 1
Check-out: 22AUG 31 Room type: Deluxe
Location: ORD Beds: 1 King

Property Details

Chain code: HH
Property name: Hilton Palmer House
Address: 17 Monroe Street
City: Chicago
State/Province: IL Postal code: 60606
Phone number: 312-555-1212 Contracts... Clear

Supplied To Hotel

Frequent guest #: None
Frequent flyer #: LIA-123456789
Corp discount #: None
Guarantee card: VI-1234 MyVisa
Special Instructions

Recorded From Hotel

Room rate: \$129.00 USD ☒ Negotiated ☒ Commission is available
Cancel policy: Cancel by 4pm
Conf. number: 123456789
Conf. memo: Jodi
Reserve Close

820

822

824

826

FIG. 8C

The image shows a 'Modify Hotel' dialog box with a title bar containing a close button (X). The dialog is divided into several sections:

- Header Section:** Contains reservation details:
 - Tu 10AUG DENVER CENTRAL
 - Room: KING
 - Chk-in: 10AUG
 - Rate: \$87.00/
 - Guar: Confirmed
 - Chk-out: 20AUG
 - Conf: 67993378
- Reservation Details (828):**
 - Check-in: 10AUG
 - Check-out: 20AUG
 - Number of adults: 1
 - Number of rooms: 1
- Additional Details (830):**
 - Frequent guest #: None
 - Corp discount #: None
 - Frequent flyer #: None
 - Guarantee card: None
- Special Instructions (818):**
 - Coffee pot in room
- Footer Section (834):**
 - Buttons: OK, Cancel
 - Link: Hotel Details...

FIG. 8D

900

Manual Limousine Reservation

Limousine Reservation Details

Vendor name: Other

Phone number: 612-555-1234

Period: Hourly

Type: Standard Limo

Number of limousines: 1

Guarantee card: AX370000000000028 12/01

Itinerary remarks: The driver will be holding a sign with your name on it.

Primary time: Pickup

Pickup Details

Date/time: 28JUN 31 515p

Location: MSP

Address type: <New Address>

Address/location: Minneapolis Airport check-in level.

Phone number:

Dropoff Details

Date/time: 28JUN 31 7p

Location: MSP

Address type: Home

Address/location: 5701 Pine Island Rd - 270 Tamarac, Florida 33321

Phone number: 111-111-1111

Recorded from Rental Agency:

Cancel policy: Cancel 2 hours prior to Pickup to avoid 100% penalty

Contact name: Julie W.

Confirmation #: 121-1122

Rate amount: 35.00 Currency: USD

Add Close

910

912

914

916

FIG. 9

Copy Travel Order Components for Peter Dalmada

Component Summary

| | | | | | |
|---------|-----------|------|----------|---------|------------|
| ✓ 12JUL | UA | 1170 | H | MSP ORD | 7a 813a |
| ✓ 12JUL | UA | 506 | W | ORD BOS | 845a 1158a |
| ✓ ZL | 12JUL 12n | BOS | 13JUL 7p | BOS | IC |
| ✓ 13JUL | UA | 531 | W | BOS ORD | 745p 923p |
| ✓ 13JUL | UA | 1889 | H | ORD MSP | 1023p 113p |

Modify Air Component

Date: 12JUL 31 Booking class: H

Set

Identify Traveler...

OK Cancel

FIG. 10

Additional Information

1) Encode 2) Decode 3) Converter 4) Time

Encode

- ☐ Airport
- ☒ City
- ☐ Air Vendor
- ☐ Car Vendor
- ☐ Hotel Vendor
- ☐ Country Name

Search for: las Find

Encode List

| Code | Description |
|------|--------------------|
| WTU | Las Tunas xx CU |
| QLA | Lasham xx GB |
| LPA | Las Palmas xx ES |
| LRU | Las Cruces NM US |
| LSH | Lashio xx MM |
| LSP | Las Piedras xx VE |
| LTL | Lastourville xx GA |
| LVS | Las Vegas NM US |
| LAS | Las Vegas NV US |
| LCS | Las Canas xx CR |
| LGT | Las Gaviotas xx CO |
| LHS | Las Heras SC AR |
| LKR | Las Khoreh xx SO |
| LLH | Las Limas xx HN |
| LLS | Las Lomitas FO AR |

Close

FIG. 11A

Additional Information

1) Encode 2) Decode 3) Converter 4) Time

Decode

☒ Airport
☐ City
☐ Air Vendor
☐ Car Vendor
☐ Hotel Vendor
☐ Currency
☐ Country

Search for:

Decode List

| Description |
|--|
| LAS McCarran International - Las Vegas, NV USA |

FIG. 11B

Additional Information

1) Encode 2) Decode 3) Converter 4) Time

Currency Criteria

Convert To Currency Code:

Convert From Currency Code:

Currency Amount:

Results: 1500 CAD to USD

Rate of Exchange:

Amount:

FIG. 11C

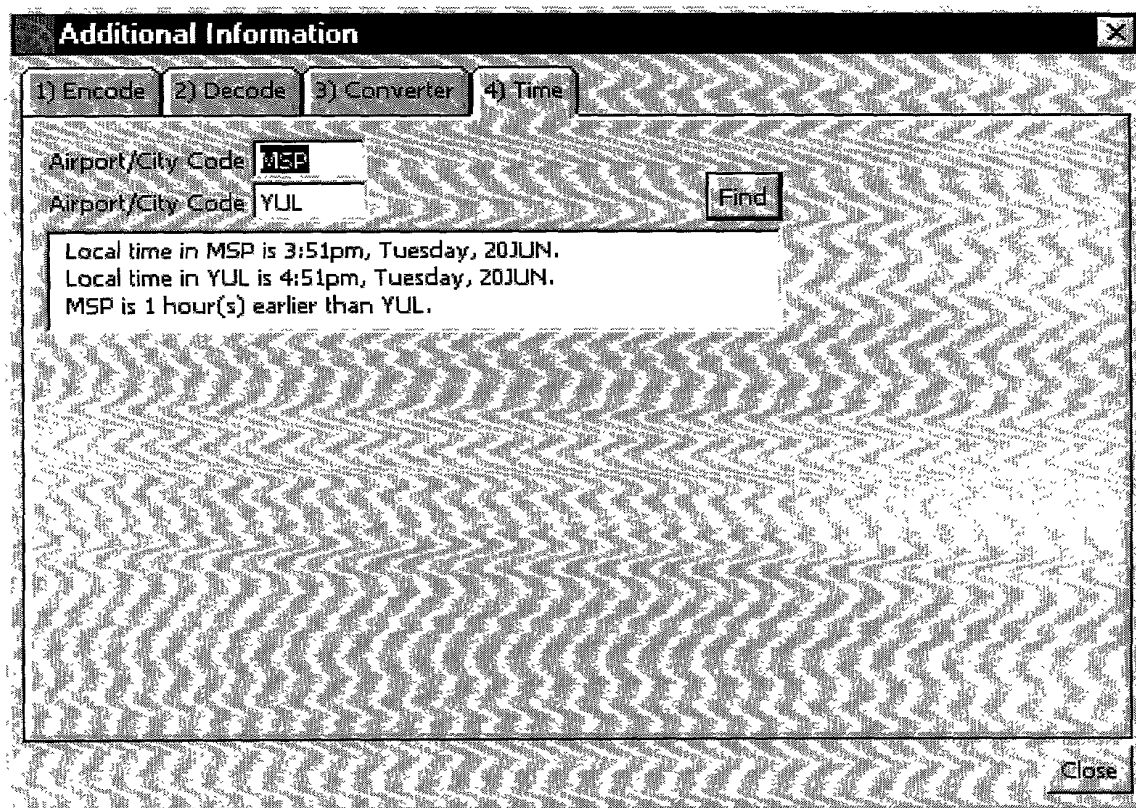


FIG. 11D

Travel Documents

☐ Travel Order Documents
☒ Traveler Unused Documents
☐ All Traveler Documents

| Type | Travel Date | Carrier | Cnx | From | To | Fare Basis | Price | Ticketing Date | Invoice # | Status | Ticket # |
|-------------------|-------------|---------|-----|------|-----|------------|--------|----------------|-----------|------------------------|------------|
| ATB | 14APR00 | 012 | | MSP | DFW | | 207.00 | 09FEB00 | 000002208 | Allocated For Exchange | 9900130593 |
| ATB | 14APR00 | NW | O | MSP | DFW | V | 200.00 | | | | 9900130593 |
| | 16OCT00 | 016 | | ORD | PHL | | 229.44 | 09FEB00 | 000002209 | Allocated For Exchange | 9900130594 |
| | 16OCT00 | UA | O | ORD | PHL | VRA2IN | 111.18 | | | | 9900130594 |
| | 18OCT00 | UA | O | PHL | ORD | VR2ION | 92.02 | | | | 9900130594 |
| Electronic Ticket | 15MAR00 | 006 | | FLL | BOS | | 175.34 | 11FEB00 | 000002237 | Allocated For Exchange | 9900130631 |
| | 15MAR00 | DL | O | FLL | BOS | L7SALE | 77.37 | | | | 9900130631 |
| | 22MAR00 | DL | O | BOS | FLL | L7SALE | 75.51 | | | | 9900130631 |
| MCO | | 001 | | | | | 50.00 | 10MAY00 | 000002627 | Unused Exchange | 9900000000 |

New Status (Ctrl+N)

Void/Refund...

Fare Rules...

Reissue

Create Task...

Close

FIG. 12A

204770" / 5498860

Create Deferred Task

Task category list (Ctrl+T)

▼ Air

- Manual Book
- Manual Cancel
- Manual Change
- Book Charters
- Book Corporate Jet
- Upgrade
- Special Needs
- Seat Assignment
- Fly/Rail/Drive analysis
- Manual Pricing
- Advise International Requ

1302

DIT group: International

Start by: 18JAN 359p

Complete by: 19JAN 359p

☐ Ticketing dependent task

Comments

Needs wheel chair

1306

1304

OK Cancel

FIG. 13A

204770" 2549860

Deferred Tasks

Task Summary List (Ctrl+T)

| Traveler | Travel Order | Description | Start | Due | Status |
|-----------------------------|--------------|-------------------|-------|-------|--------|
| ▼ Johnson, Pat Denver (DEN) | | Air - Manual Book | 15JAN | 15JAN | Ready |
| | | Air - Manual Book | 15JAN | 15JAN | Ready |
| | | Air - Manual Book | 15JAN | 15JAN | Ready |
| | | Air - Manual Book | 15JAN | 15JAN | Ready |
| | | Air - Manual Book | 15JAN | 15JAN | Ready |

Task Manual Book

Deferred Task for Testing only

Open Travel Order

Domestic

Ready

Reason Code:

Reason Text:

Start by: 15JAN 912p

Complete by: 15JAN 912p

Close

1308

1310

FIG. 13B

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR ACCESSING MULTIPLE TRAVEL SUPPLIERS

INVENTORS NAME: Greg Udelhoven et al.

SERIAL NO.: 09/886,457

54/63

Traveler Service System - Gulzar, Amir

File Edit Use Functions Open Work Help

User Information:
 Callers: James Gaudier
 Phone: 312-555-1234
 Fax: 312-555-1235
 Email: jgaudier@company.com

Pat M Johnson
Medtronic
 Information Technology
 Dunkirk, Minnesota

Premium Offerings:
 Frequent flyer upgrade
 Justification codes
 Meet and greet

Profile Summary:
 Information is verified
 Active (BOLLEGG) to SECE000.
 PTR #: 10001
 Traveler type: Project Management

Policy Summary:
 No VIP
 Require Authorization B4 Booking
 No Rebilling
 Allow Corp Credit Card Overrides
 Use CWT Visa/Pastpart Svc

Travel Order
 New Travel Order: 15JUN05 (DEN)
 Order: [F5] Car: [F6] Hotel: [F7]

Component Summary (GIR16)

| Order | Flight | Class | Seat | Meal | Status |
|-------|-------------|-------|-------|------|--------|
| 1 | 15JUN 15JUN | Y | 15JUN | Meat | Ready |
| 2 | 15JUN 15JUN | Y | 15JUN | Meat | Ready |
| 3 | 15JUN 15JUN | Y | 15JUN | Meat | Ready |
| 4 | 15JUN 15JUN | Y | 15JUN | Meat | Ready |

Deferred Task Summary (GIR16)

| Description | Start | Due | Status |
|-------------|-------|-------|--------|
| 15JUN 15JUN | 15JUN | 15JUN | Ready |
| 15JUN 15JUN | 15JUN | 15JUN | Ready |
| 15JUN 15JUN | 15JUN | 15JUN | Ready |
| 15JUN 15JUN | 15JUN | 15JUN | Ready |

Additional Details:
 Location: R935G
 Ticket #1 Not ticketed
 Associated Remarks: Note:
 Airport may require departure
 taxes at check-in
 Note: Electronic Ticket - receipt
 and boarding pass issued at gate.
 Note: Reconfirm International
 Rights at least 72hrs in advance
 Note: Reconfirm
 Flight Southwest does not
 advise of schedule changes
 Special Request: None

Comments:
 Amir Deferred Task for Testing only

Buttons:
 Create Task... Pull Task... Back to Top... Domestic
 Cancel Order... Ignore Changes... Save Order... Close Order

Phone: 312-555-1234

FIG. 13C

TITLE: TRAVELER SERVICE SYSTEM WITH A GRAPHICAL USER INTERFACE FOR
ACCESSING MULTIPLE TRAVEL SUPPLIERS

INVENTORS NAME: Greg Udelhoven et al.

SERIAL NO.: 09/886,457

55/63

204 F T O " 25498860

Create Deferred Task

Task type list (Alt+T)

- ▼ Ticketing
- Pending receipt of document from client for exchange
- Manual Air Ticketing
- Pending receipt of document from client for void/other

Group: Ticketing

Starts: 23MAY 1054p

Finish by: 24MAY 1054p

☐ Must complete before ticketing

Comments

Existing Documents...

OK Cancel

1320

1324

FIG. 13D

1400

1402

1404

1406

1408

20445 " 0440

Modify Customer Service Item

Description: TEST

Contact name: Dawn

Travel type: Business Origination: Call

Creation date: 18FEB00 Days open: 123

Respond by: 19FEB00 Resolve by: 19FEB00

Category Information (Ctrl+G)

Category: Air Sub category: Data booked incorrectly

Vendor: Nations Air Express

Responsibility Information (Ctrl+R)

Party: Carlson Wagonlit Travel Sub party: CWT Employee

Party name: Dawn

Action Information (Ctrl+I)

| Status | Action description |
|-----------|---|
| Completed | Payout authorization needed-Payout recieved due to client fjdkslnfk |
| Needed | Written correspondence to traveler-Write letter |

Action: Payout authorization needed

Description: Payout recieved due to client fjdkslnfk

Add Set Complete Delete

OK Cancel

FIG. 14

57/63

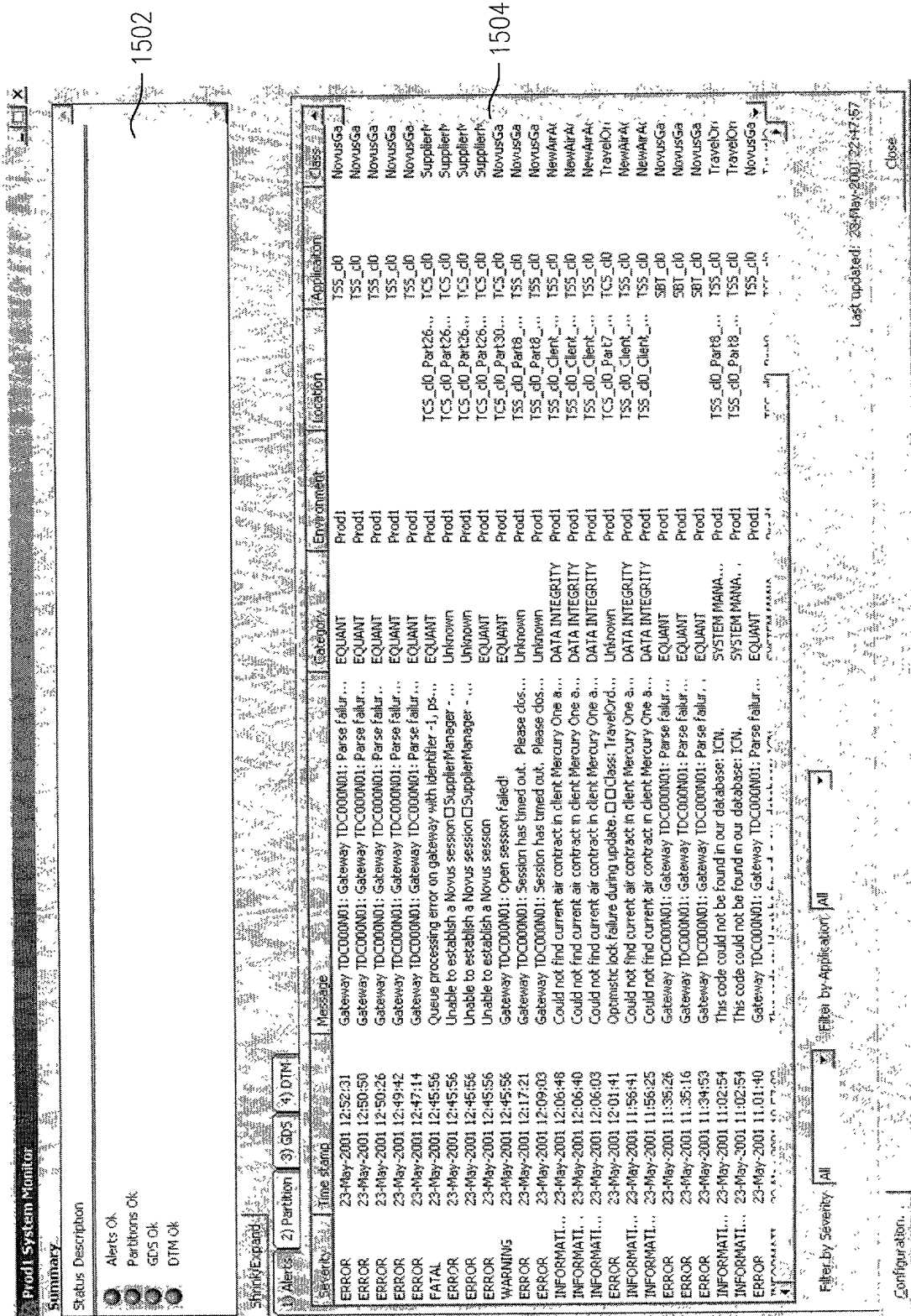


FIG. 15A

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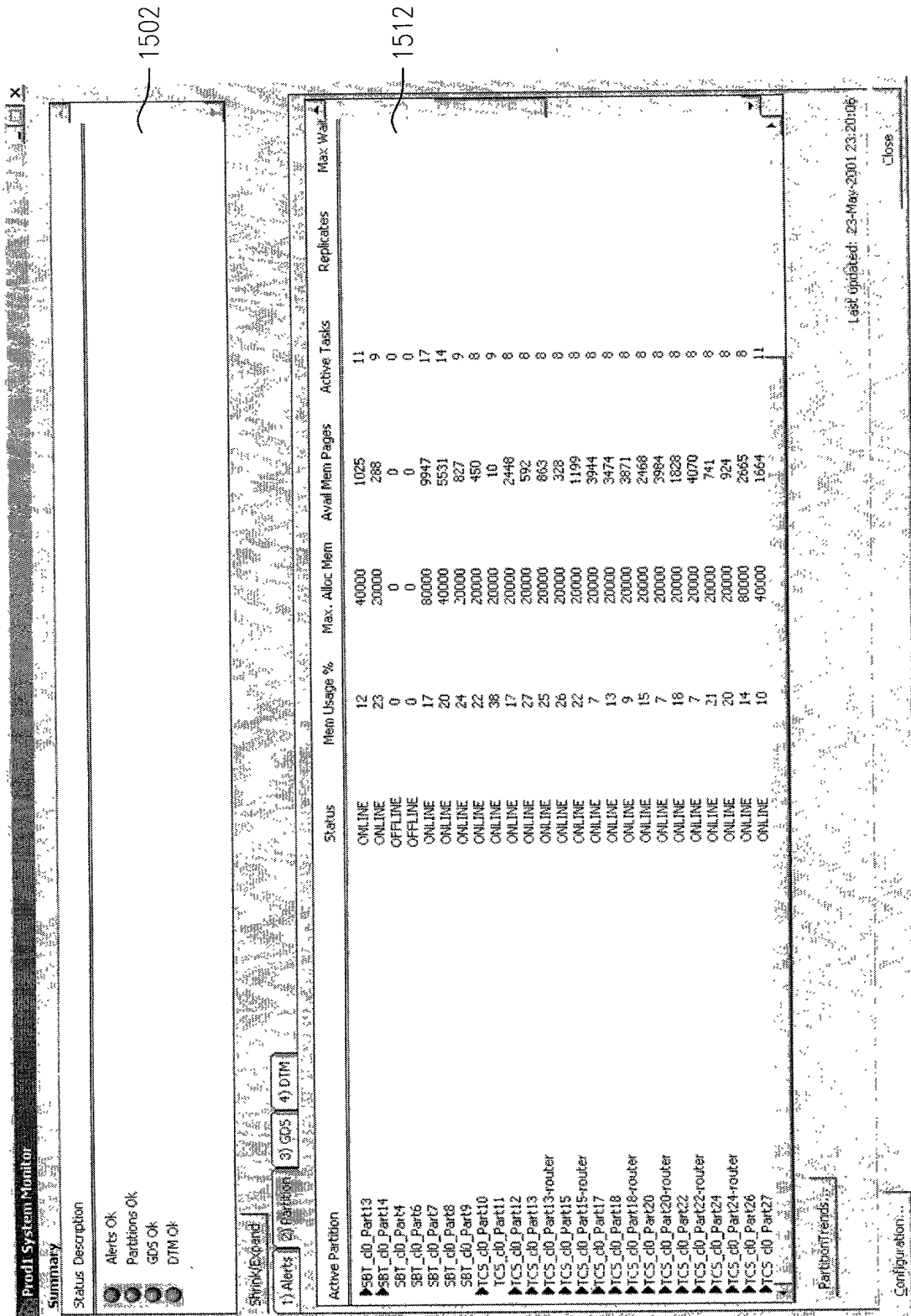


FIG. 15B

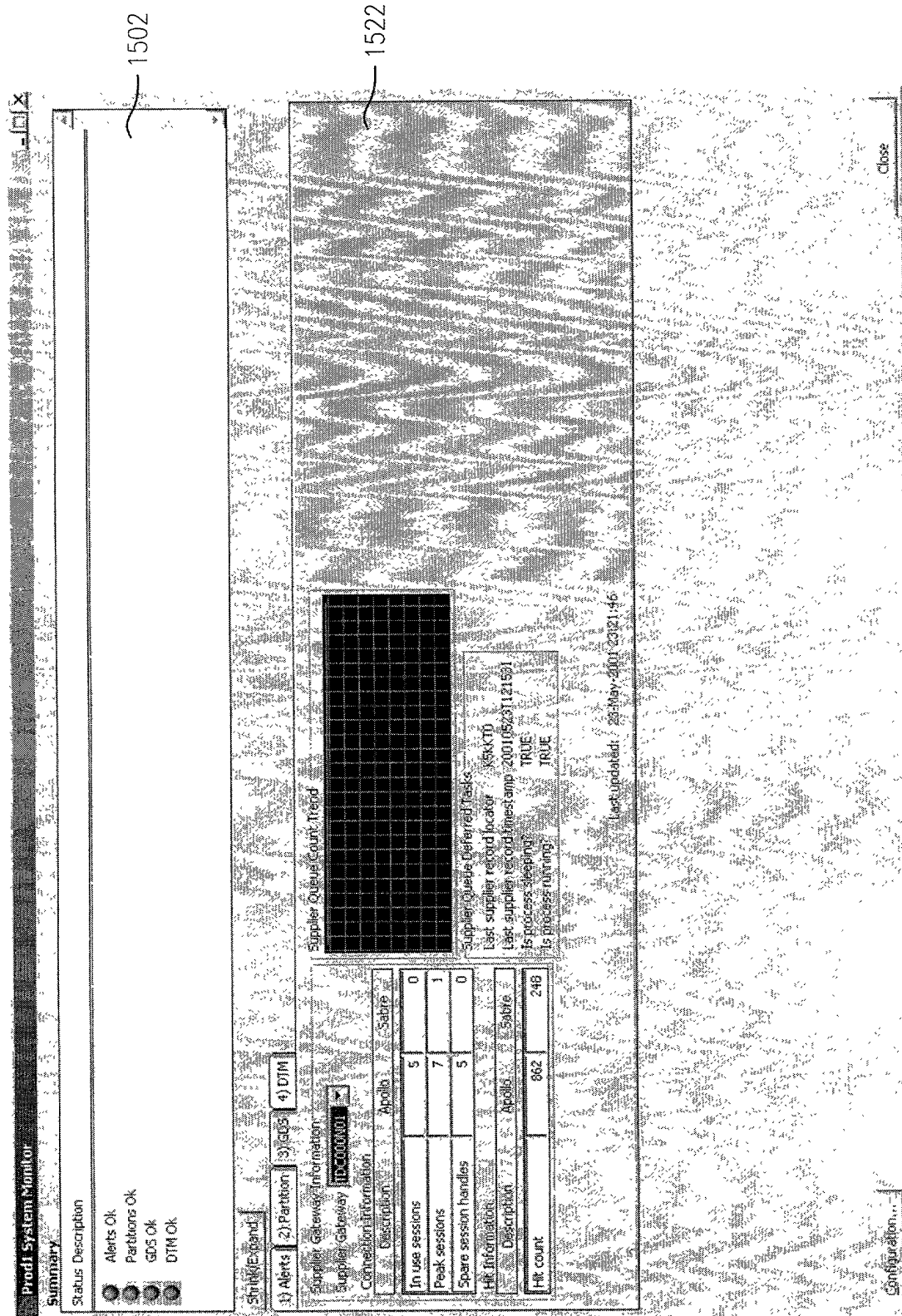


FIG. 15C

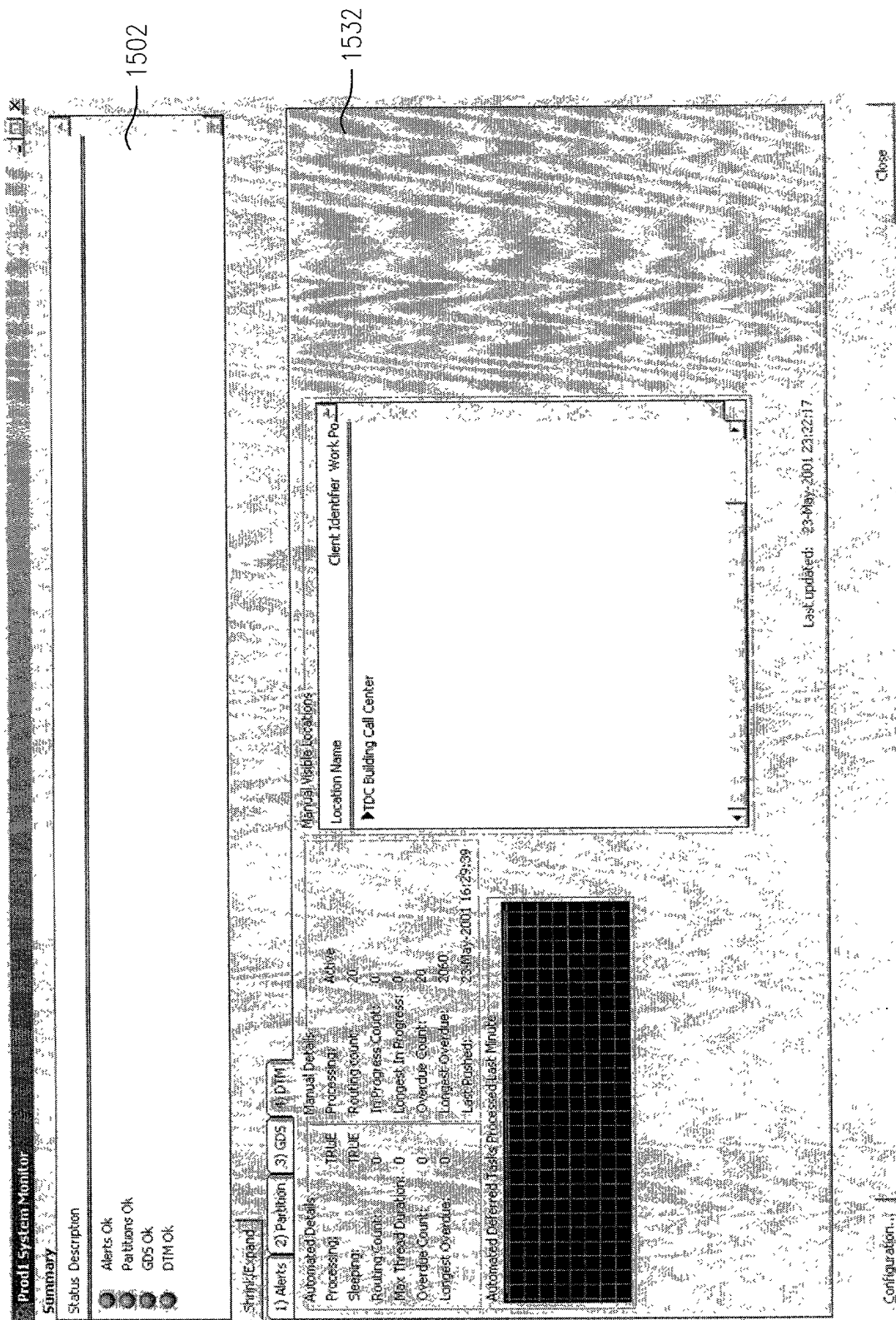


FIG. 15D

204770" 25498860

Maintain CWT Services

CWT Services

| Name | Type | Category | Active | Expires |
|------------------------|------|-----------|------------|------------|
| Air Domestic Fee | Core | Other | 06/28/2000 | 01/01/2100 |
| Air Intl Fee | Core | Other | 06/28/2000 | 01/01/2100 |
| Air Reserve | Core | Air | 06/28/2000 | 01/01/2100 |
| Air Ticket | Core | Ticketing | 06/28/2000 | 01/01/2100 |
| Car Reserve | Core | Car | 06/28/2000 | 01/01/2100 |
| Car/Hotel Only Fee | Core | Other | 06/28/2000 | 01/01/2100 |
| Client Care Network | Core | Other | 04/04/2001 | 12/31/2099 |
| Client Data | Core | General | 06/28/2000 | 01/01/2100 |
| Client Data Validation | Core | Other | 06/28/2000 | 01/01/2100 |
| E-Ticket | Core | Ticketing | 06/28/2000 | 01/01/2100 |

Buttons: Add Service, Delete Service, Edit Policy Items...

Form Fields:

Name: Air Reserve

Type: ☒ Core ☐ Premium

Category: Air

Active: 06/28/2000

Expires: 01/01/2100

Buttons: Set

Buttons: Save, Close

1602

1604

FIG. 16A

Edit CWT Travel Policies

CWT Policies

| Name | Data Type | Value | Active | Expires |
|--------------------------|-----------|--------------------------|------------|------------|
| Book Air via CRS only | Flag | FALSE | 06/28/2000 | 04/23/2001 |
| Air-Both CRS & Non-CRS | Flag | TRUE | 06/28/2000 | 11/16/2000 |
| 1st Class Allowed | Text | OK Over 8 Hours | 06/28/2000 | 01/01/2100 |
| Alternate Airport | Text | Offer Standard | 06/28/2000 | 01/01/2100 |
| Alternate Transportation | Text | Commuter, Helicopters OK | 06/28/2000 | 01/01/2100 |
| Busn Class Allowed | Text | OK Over 8 Hours | 06/28/2000 | 01/01/2100 |
| Conv/Direct w/stops ok | Text | Offer | 06/28/2000 | 07/23/2000 |
| Earliest Outbound | Text | 9:00 AM | 06/28/2000 | 04/23/2001 |
| Int'l Rate Desk Faring | Text | True | 06/28/2000 | 04/23/2001 |
| Latest Arrival | Text | 10:00 PM | 06/28/2000 | 04/23/2001 |

Add Policy **Delete Policy**

Description: 1st Class Allowed

Data Type: Text

Value: OK Over 8 Hours

Visible outside TSS: ☒ True ☐ False

Activation Date: 06/28/2000

Expiration Date: 01/01/2100

Set

OK **Cancel**

FIG. 16B

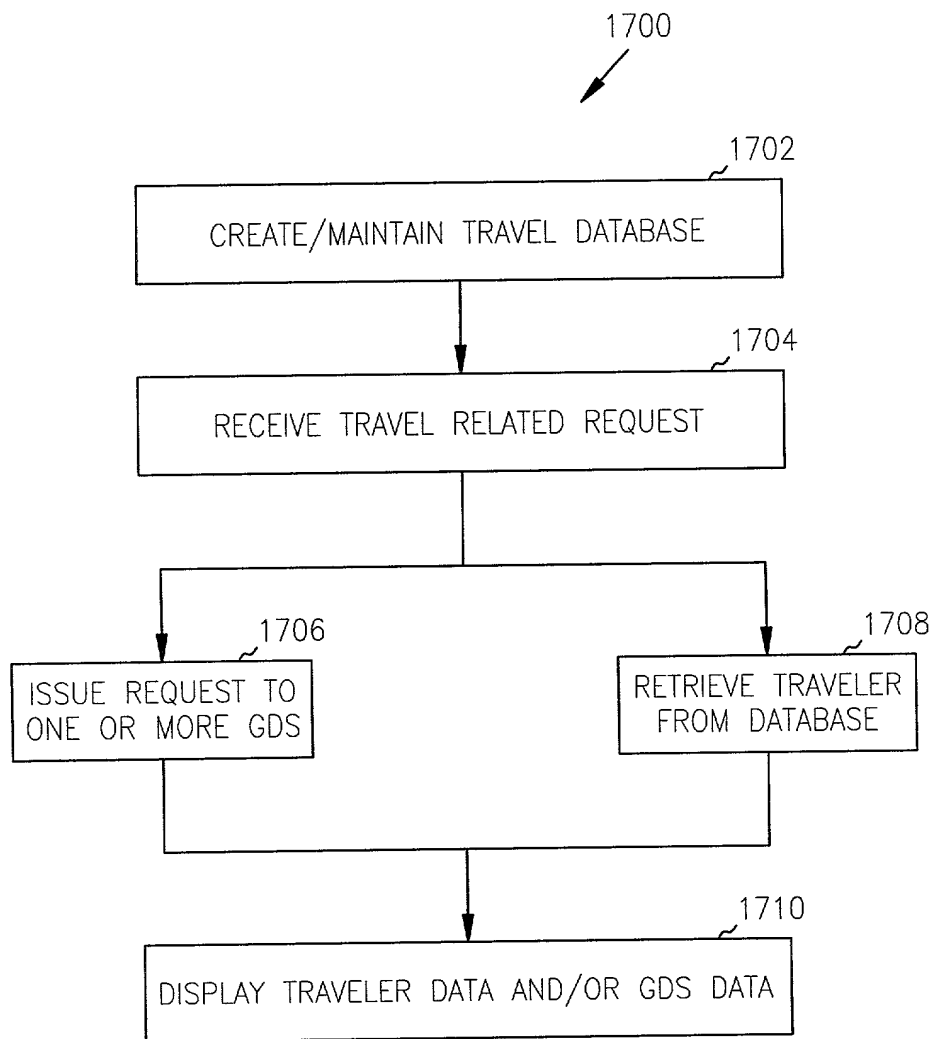


FIG. 17